



Credit Card Details are required to book and a monetary value of **£75** is taken at the stage of booking to secure the reservation.

The Old Vol's continued success relies on reservations being honoured by our customers, and adequate notice being given of any changes or cancellations. Accordingly, the following applies:

1. No Booking will be accepted or treated as confirmed until the deposit is paid. We reserve the right to cancel bookings where deposits are unpaid.
2. Your reservation is for a duration of the following:
  - a. 120 minutes for 1-7 guests
  - b. 150 minutes for 8-12 guests
  - c. 180 minutes for 13+ guests
3. Deposits are **non-refundable, non-redeemable and non-transferable** should you cancel or move the date of a confirmed booking less **than 7 days** prior to the booking.
  - a. The deposit amount represents reasonable compensation to us of the net costs that we incur as a result of your cancellation or no-show in terms of staffing, food, and any lost revenue as a result of turning away other potential bookings.
4. If you should cancel a confirmed booking on the day; we serve the right to keep the deposit. Charges apply to all types of reservations.
5. Circumstances in which deposits may be refundable.
  - a. If you tell us you wish to cancel your Booking **at least 7 days** before your Booking date.
  - b. We have told you about an error made by us in relation to your Booking (e.g. menu price) and you do not wish to proceed.
  - c. Where you have a legal right to end the contract because of something we have done wrong.
  - d. If you're booking has been cancelled by us, for any reason, for example, bad weather.
  - e. If we choose to refund your deposit for any other reason, at our sole discretion.
6. Where a deposit has been paid for your Booking and we have agreed to refund the deposit to you, you will need to contact us directly so that we process the cancellation and issue a refund. We will refund you by the method you used for payment. Please note that a refund will not automatically be issued if you cancel your Booking using the "Cancel Booking" button on your Booking confirmation email, so you will still need to contact us directly to arrange a refund.
7. Our outdoor Gazebos are not fully waterproof.
8. We can not guarantee that we will be able to move you to a space indoors, due to bad weather or any other reason on the day of your reservation.
9. Please arrive promptly for your Booking, as we can only hold your space for **15 minutes**. If you are later than this, we reserve the right to treat your reservation as a no-show or cancellation.